

Province: Municipality(WC034) - Schedule of Service Delivery Standards Table 2017/2018

| Standard | Description | Service Level |
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| Solid Waste Removal | | |
| Premise based removal (Residential Frequency) | | Weekly |
| Premise based removal (Business Frequency) | | Twice a week |
| Bulk Removal (Frequency) | | Weekly (Infanta, Matapas) Transfer stations |
| Removal Bags provided(Yes/No) | | Yes |
| Garden refuse removal Included (Yes/No) | | No garden refuse collection service |
| Street Cleaning Frequency in CBD | | Daily and week-ends |
| Street Cleaning Frequency in areas excluding CBD | | Monthly |
| How soon are public areas cleaned after events (24hours/48hours/longer) | | 24 Hours |
| Cleaning of illegal dumping (24hours/48hours/longer) | | Longer |
| Recycling or environmentally friendly practices(Yes/No) | | Yes |
| Licensed landfill site(Yes/No) | | Yes - Permit Reg B33/28009/SP171 27 March 1995 |
| Water Service | | |
| Water Quality rating (Blue/Green/Brown/NO drop) | | Blue Drop 85,16% Green Drop 41% No Drop 0 |
| Is free water available to all? (All/only to the indigent consumers) | | All households |
| Frequency of meter reading? (per month, per year) | | Monthly |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | | Three months |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | | Three months |
| Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) | | |
| One service connection affected (number of hours) | | Within 8 hours |
| Up to 5 service connection affected (number of hours) | | Within 8 hours |
| Up to 20 service connection affected (number of hours) | | Within 8 hours |
| Feeder pipe larger than 800mm (number of hours) | | N/A |
| What is the average minimum water flow in your municipality? | | 1.5 Ml / Day |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | | Yes |
| How long does it take to replace faulty water meters? (days) | | Within 5 days |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | | No, but the alkalinity and acidity of water is controlled at the Water Treatment Works |
| Electricity Service | | |
| What is your electricity availability percentage on average per month? | | 99% depending on load shedding |
| Do your municipality have a ripple control in place that is operational? (Yes/No) | | Yes, but it need to be updated |
| How much do you estimate is the cost saving in utilizing the ripple control system? | | Less than 10% - Consumers to have timers on their geysers |
| What is the frequency of meters being read? (per month, per year) | | Monthly |
| Are estimated consumption calculated at consumption over (two month's/three month's/longer period) | | Three months |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | | Three months |
| Duration before availability of electricity is restored in cases of breakages (immediate/one day/two days/longer) | | 3 Hours |
| Are accounts normally calculated on actual readings? (Yes/no) | | Yes |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | | No |
| How long does it take to replace faulty meters? (days) | | When it is reported the replacement will take place within 7 days |
| Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) | | Yes, monitoring of consumption |

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| How effective is the action plan in curbing line losses? (Good/Bad) | |
| How soon does the municipality provide a quotation to a customer upon a written request? (days) | |
| How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | |
| How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) | |
| How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) | |
| Sewerage Service | |
| Are your purification system effective enough to put water back in to the system after purification? | |
| To what extend do you subsidize your indigent consumers? | |
| How long does it take to restore sewerage breakages on average | |
| Severe overflow? (hours) | |
| Sewer blocked pipes: Large pipes? (Hours) | |
| Sewer blocked pipes: Small pipes? (Hours) | |
| Spillage clean-up? (hours) | |
| Replacement of manhole covers? (Hours) | |
| Road Infrastructure Services | |
| Time taken to repair a single pothole on a major road? (Hours) | |
| Time taken to repair a single pothole on a minor road? (Hours) | |
| Time taken to repair a road following an open trench service crossing? (Hours) | |
| Time taken to repair walkways? (Hours) | |
| Property valuations | |
| How long does it take on average from completion to the first account being issued? (one month/three months or longer) | |
| Do you have any special rating properties? (Yes/No) | |
| Financial Management | |
| Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) | |
| Are the financial statement outsources? (Yes/No) | |
| Are there Council adopted business process restructuring the flow and management of documentation feeding to Trial Balance? | |
| How long does it take for an Tax/invoice to be paid from the date it has been received? | |
| Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans? | |
| Administration | |
| Reaction time on enquiries and requests? | |
| Time to respond to a verbal customer enquiry or request? (working days) | |
| Time to respond to a written customer enquiry or request? (working days) | |
| Time to resolve a customer enquiry or request? (working days) | |
| What percentage of calls are not answered? (5%, 10% or more) | |
| How long does it take to respond to voice mails? (hours) | |
| Does the municipality have control over locked enquiries? (Yes/No) | |
| Is there a reduction in the number of complaints or not? (Yes/No) | |
| How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer) | |

| | |
|--|--|
| Good | |
| Within 10 days where existing network is being used | |
| 5 Days | |
| 5 Days | |
| 10 Days depending on the infrastructure | |
| Partially due to a lack of the correct number of process controllers | |
| Free | |
| Within 4 hours | |
| Within 4 hours | |
| Within 4 hours | |
| Within 4 hours | |
| Within 5 hours depending on the availability of funds | |
| 48 Hours after complaint was logged | |
| 72 Hours after complaint was logged | |
| Immediately to accessible standard - Tarring follows within 72 hours | |
| 72 Hours after complaint was logged | |
| As soon as interim valuation was completed | |
| No | |
| Decrease | |
| Yes | |
| No | |
| 30 Days from date of statement if all the documentation are in order | |
| No | |
| 3 days | |
| 3 days | |
| 3 days | |
| 3 days | |
| 3 days | |
| 3 days | |
| 3 days | |
| yes | |
| yes | |
| 1 day | |

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| How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings? | None |
| Community safety and licensing services | |
| How long does it take to register a vehicle? (minutes) | 20 minutes |
| How long does it take to renew a vehicle license? (minutes) | 10 minutes |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | 30 minutes |
| How long does it take to de-register a vehicle? (minutes) | 10 minutes |
| How long does it take to renew a drivers license? (minutes) | 30 minutes |
| What is the average reaction time of the fire service to an incident? (minutes) | 10 minutes |
| What is the average reaction time of the ambulance service to an incident in the urban area? (minutes) | 15 minutes |
| What is the average reaction time of the ambulance service to an incident in the rural area? (minutes) | 40 minutes |
| Economic development | |
| How many economic development projects does the municipality drive? | None |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | None |
| What percentage of the projects have created sustainable job security? | Not applicable |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | Yes, draft policy advertised for public comment |
| Other Service delivery and communication | |
| Is a information package handed to the new customer? (Yes/No) | No |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | No |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes - Batho Pele implemented, Code of Ethics implemented, Staff training. |

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